ITIL® 4 Specialist Drive Stakeholder Value (DSV)

COURSE OVERVIEW

This course helps delegates optimize stakeholder value by converting opportunity and demand into value. It emphasizes co-creation of service value through stakeholder engagement. It also explores methods to drive stakeholder value and encourage stakeholder contributions. Key topics such as SLA design, multi-supplier management, communication, relationship management, CX and UX design, customer journey mapping, and more are explored to provide candidates with the tools to increase stakeholder satisfaction which is integral to business success in the current competitive landscape. The associated certification exam voucher is included with this course.

WHO SHOULD ATTEND?

The target audience include, but is not limited to:

Relationship managers, Customer experience (CX) manager, Account managers, Service delivery managers. Service desk managers, Service Level Managers, Enterprise Architects, Service and Solution Architects, Business Analysts, Product Owners, Marketing Managers. Project Managers, Portfolio Managers, Supplier relationship Managers, Vendor Managers, Contract Managers, Customer experience/User experience Designers, Consultants

COURSE OUTCOMES

Delegates will gain the skills and knowledge to;

- Value propositions
- Fostering relationships
- Keeping engagement channels open
- Shaping demand
- Designing service offerings
- Aligning and agreeing expectations
- Co-creating service experiences
- Realizing value

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- How to foster stakeholder relationships and manage customer journeys.
- User experience (UX) design, customer experience (CX), and service design thinking.
- Practical tools to shape demand and define service offerings.
- SLA design, communication, and relationship management.
- How to master techniques for managing suppliers and partners effectively.
- How to prepare for the ITIL® 4 Specialist Drive Stakeholder Value certification exam.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.
1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded